

# CIE Legal **Explainer**



The ACCC's new designated complaints function

An explainer for consumer products companies

## Precedents



UK



Canada

**Designated complainant**

Individual / body granted this status

**Super complaint**

Complaint to ACCC made by designated complainant(s)

## Scope



Widespread



Serious



Urgent

.....issues affecting consumers, small business + franchisees

## Speed Transparency

= targeted improvements



Timeframe for ACCC to respond publicly

## Key Dates

March 2024

Bill passed

May 2024

Designated complainant applications

June 2024

Designated complainant list published

July 2024

First complaints received

## Actions



Monitor designated complaints list



Monitor super complaints



Proactive compliance

## Contact us



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